

## What Do Providers have to Say About 1st Five

“I love you [1st Five]. Don’t ever go away!” *Dr. David Williams, Methodist Plaza Pediatric Clinic, Des Moines*

“This is like a dream come true, we have needed something like this for a long time.” *Midwife, Knoxville*

“1st Five gives us additional support and enhances our patients’ continuity of care here at Knoxville Hospital Clinic. The [1st Five] staff are very knowledgeable about community programs and assist us in every way possible.” *James Haynes III, Interim Clinic Administrator, Knoxville Area Community Hospital Clinic*

“I’m learning a lot more about patients than I have before. I’m so glad we are doing this. It is actually saving us time.” *Dr. Rhonda Enserro, Walnut Creek Pediatric Clinic, Windsor Heights*

“Keep doing what you are doing. It is convenient, the feedback is a plus, and I am able to get to know my patients and families better.” *Physician*

“Once we begin using 1st Five I hope it never goes away. It will be such a valuable service; it would be a shame if the funding source was lost. Our patients would be directly impacted.” *Physician*

“Now we have somewhere to send patients who have needs other than those we can treat for them. I have several in mind already!” *ARNP*

“The feedback process will be very useful, I will not have to wonder what is happening with the patient, and if they ever made it to their referral.” *Physician*

“The [CHDR] forms were good in identifying risk history and concerns from parents. Parents were glad to hear that providers were asking those [stress and maternal depression] kinds of questions and felt they were ‘cared about.’” *Pediatrician*

“The well-child visit is a “happy” time to build rapport. It really strengthens the connection to the family.” *Pediatrician*

“A lot of parents expressed that, ‘No one has ever asked me that before’.” *Pediatrician*

“[We told parents] ‘If we are taking care of our parents it is good for the children’ and that there are other resources in the community that can help.” *Registered Nurse, Pediatrics*

Healthy mental development in the first five years



“Many times you didn’t think about [the red flags] until the child wasn’t doing them. Now we are being more attentive to those types of problems.” *Family Physician*

“Maternal depression is an easy question to avoid because it deals with the mother or caretaker, but it is an important issue that affects children. The screening is a great way to begin a dialogue with parents. It is a start; doing something is better than doing nothing.” *Pediatrician*

“Thank you for all you do. It’s so good to hear when these families come back and state how much these services help. You are a breath of fresh air.” *Nurse, Medical Associates Pediatrics, Dubuque*

“**1st Five** staff are angels who were sent here to do the things that medical providers want to do, but aren’t able to.” *Dr. Andrea White, Ankeny Pediatrics*

“[**1st Five**] actually saves our doctors’ time.” *Kathy Karns, Office Manager, Methodist Plaza Pediatrics, Des Moines*

“Thank you for all of your help! I didn’t know where to send this family!”  
*Nurse, Clarke County Family Medicine*

“The staff was very excited after completing the training. They were glad to have somewhere to turn with the families that needed help.” *Office staff, South Central Iowa Medical Clinic*

"Before, there were so many roadblocks. This allows us to make one phone call, where they can use their resources, and it frees up our clinical assistants."  
*Dr. Stacey Neu, East Des Moines Family Care Center*

“I am very pleased with the **1st Five** program and try to use it for all my referrals. With this program I KNOW my patient's needs are tended to and the one step referral process is SO easy for my nurse - she appreciates it, too! I always receive timely feedback from [the **1st Five** coordinator] on the referral, and often other needs are met for the family because of the referral. The **1st Five** program helps me to give the best care to my patients and their family!”

*Dr. Colette Lothe, McFarland Clinic, Marshalltown*

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